

# DMH Satisfaction Survey Results

## Family Satisfaction - 2000

Division of Alcohol and Drug Abuse/ Division of Comprehensive  
Psychiatric Services - Family Member Satisfaction

## Demographics of Family Member Receiving Services

*Person completing form provided demographics of their family member receiving services.*

		Total Survey Returns <sup>a</sup>								
		2000 Total ADA/CPS	1999 Total ADA/CPS	1998 Total ADA/CPS	2000 Total ADA	1999 Total ADA	1998 Total ADA	2000 Total CPS	1999 Total CPS	1998 Total CPS
SEX	Male	58.1%	57.5%	64.6%	58.3%	58.3%	63.6%	58.0%	57.3%	64.9%
	Female	41.9%	42.5%	35.4%	41.7%	41.7%	36.4%	42.0%	42.7%	35.1%
RACE	White	82.2%	86.0%	85.9%	82.8%	77.9%	84.0%	81.9%	88.8%	86.4%
	Black	12.9%	10.2%	11.2%	11.8%	16.4%	14.2%	13.5%	8.0%	10.4%
	Hispanic	2.2%	1.9%	.8%	2.7%	2.5%	1.9%	1.9%	1.7%	.5%
	Native American	0.5%	0.9%	1.2%	0.5%	2.5%	0%	0.6%	0.3%	1.5%
	Pacific Islander	0%	-	-	0%	-	-	0%	-	-
	Other	2.2%	1.1%	1.0%	2.3%	0.8%	0%	2.1%	1.1%	1.2%
AGE	0-17	61.4%	69.2%	65.8%	62.0%	68.5%	56.1%	61.1%	69.5%	68.4%
	18-49	32.1%	21.7%	24.0%	35.3%	26.8%	40.2%	30.7%	19.9%	19.7%
	50+	6.5%	9.1%	10.2%	2.7%	4.7%	3.7%	8.2%	10.7%	11.9%

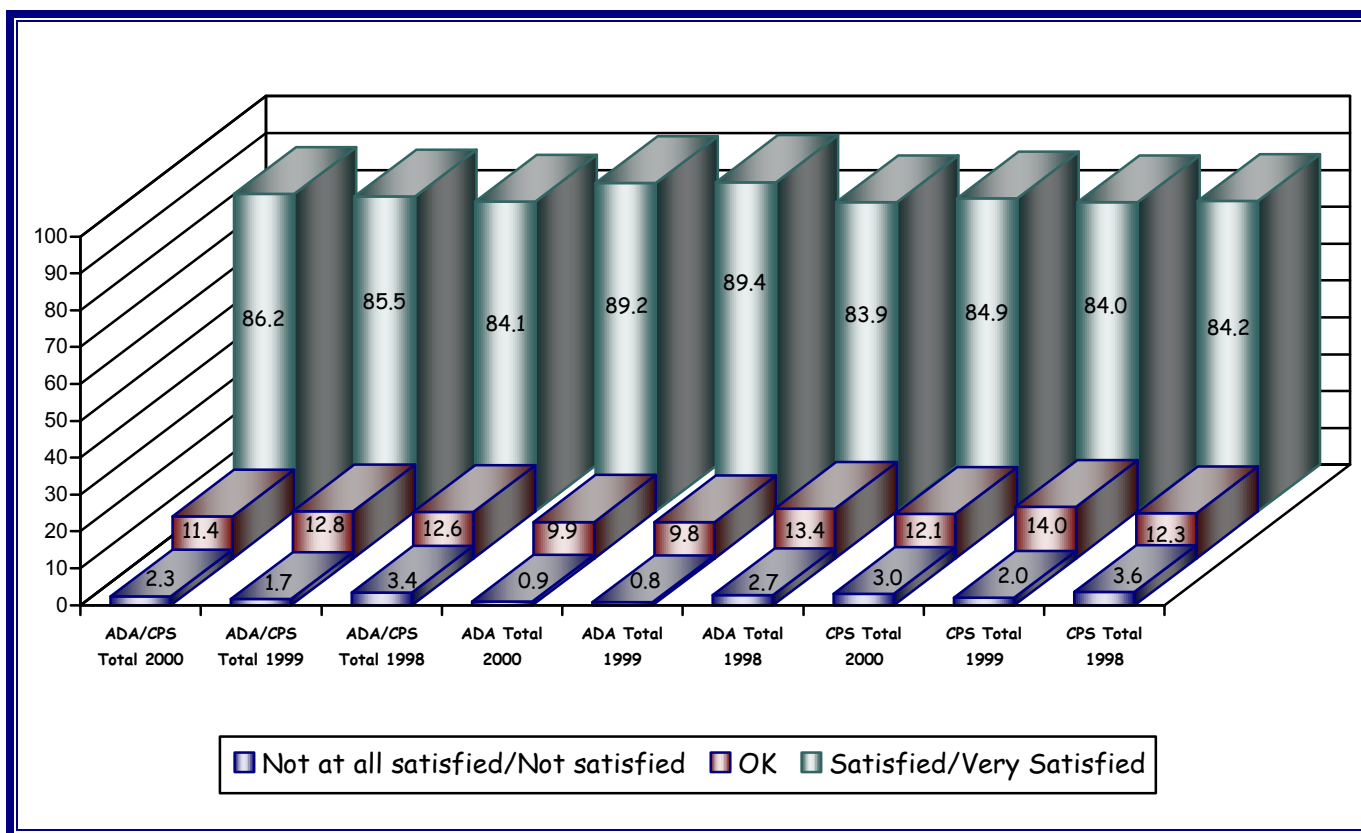
<sup>a</sup> The Total Served represents demographics based on the number of people served in April 2000 according to DMH billing records.

# Sample Size

*Information is based on the number of returned forms  
and the number of people served according to DMH billing records.*

	Number of Forms Sent	Number Forms Returned	Percent of Forms Sent Returned
Total ADA/CPS Family Members - 2000	9700	764	7.9%
Total ADA/CPS Family Members - 1999	5092	491	9.6%
Total ADA/CPS Family Members - 1998	4783	528	11.0%
Total ADA Family Members - 2000	2758	232	8.4%
Total ADA Family Members - 1999	1320	134	10.2%
Total ADA Family Members - 1998	1147	115	10.0%
Total CPS Family Members - 2000	6942	532	7.7%
Total CPS Family Members - 1999	3772	357	9.5%
Total CPS Family Members - 1999	3636	413	11.4%

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 86.2% of families served by the Division of Alcohol and Drug Abuse (ADA) and Division of Comprehensive Psychiatric Services (CPS) were "satisfied" or "very satisfied" with their services during 2000. This showed a slight improvement from last year's 85.5%.
- The satisfaction ratings for the Division of Alcohol and Drug Abuse decreased slightly from a rating of 89.4% in 1999 to 89.2% in 2000, while the satisfaction ratings for the Division of Comprehensive Psychiatric Services increased slightly from a rating of 84.0% in 1999 to 84.9% in 2000.

# Satisfaction with Services

How satisfied are you . . .	2000 Total Survey Returns	1999 Total Survey Returns	1998 Total Survey Returns	2000 Total Family ADA	1999 Total Family ADA	1998 Total Family ADA	2000 Total Family CPS	1999 Total Family CPS	1998 Total Family CPS
with the staff who serve your family member?	4.43 (732)	4.48 (478)	4.41 (509)	4.39 (223)	4.51 (132)	4.28 (111)	4.45 (509)	4.47 (346)	4.45 (398)
with how much your family member's staff know about how to get things done?	4.30 (722)	4.33 (475)	4.24 (503)	4.28 (218)	4.44 (131)	4.18 (110)	4.30 (504)	4.29 (344)	4.26 (393)
with how your family member's staff keep things about his/her life confidential?	4.50 (722)	4.51 (470)	4.50 (500)	4.53 (219)	4.52 (128)	4.41 (109)	4.49 (503)	4.51 (342)	4.53 (391)
that your family member's treatment plan has what he/she wants in it?	4.23 (724)	4.21 (470)	4.15 (487)	4.26 (224)	4.34 (128)	4.09 (108)	4.22 (500)	4.16 (342)	4.16 (379)
that your family member's treatment plan is being followed by those who assist him/her?	4.36 (721)	4.36 (466)	4.25 (492)	4.38 (223)	4.42 (130)	4.14 (111)	4.35 (498)	4.34 (336)	4.28 (381)
that the agency staff respect your family member's ethnic and cultural background?	4.50 (700)	4.48 (446)	4.48 (481)	4.48 (215)	4.47 (130)	4.31 (108)	4.50 (485)	4.49 (316)	4.53 (373)
with the services that your family member receives?	4.38 (726)	4.39 (475)	4.34 (509)	4.42 (223)	4.43 (132)	4.29 (112)	4.37 (503)	4.37 (343)	4.35 (397)
that services are provided for your family member in a timely manner?	4.34 (636)	4.33 (476)	4.28 (505)	4.40 (129)	4.44 (132)	4.24 (110)	4.32 (507)	4.29 (344)	4.29 (395)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.									

## Some of the key findings were:

- Overall families whose members are served by the Division of Alcohol and Drug Abuse and the Division of Comprehensive Psychiatric Services were satisfied with the services they received in 1998, 1999, and 2000. All ratings were at least 4.00 ("satisfied").
- The highest satisfaction during 1998, 1999, and 2000 was with how staff kept things about the consumer confidential. The item related to the agency staff's respect for the family member's ethnic and cultural background also received a rating of 4.50 in 2000. The lowest satisfaction in each year was with what the treatment plan had in it.

# Satisfaction with Quality of Life

How satisfied are you . . .	2000 Total Survey Returns	1999 Total Survey Returns	1998 Total Survey Returns	2000 Total Family ADA	1999 Total Family ADA	1998 Total Family ADA	2000 Total Family CPS	1999 Total Family CPS	1998 Total Family CPS
with how you spend your day?	3.66 (687)	3.83 (418)	3.53 (470)	3.88 (223)	4.22 (129)	3.66 (111)	3.56 (464)	3.66 (289)	3.49 (359)
with where you live?	4.13 (680)	4.12 (420)	4.11 (460)	4.13 (219)	4.35 (129)	3.89 (109)	4.12 (461)	4.02 (291)	4.17 (351)
with the amount of choices you have in your life?	3.80 (685)	3.84 (418)	3.75 (468)	3.95 (222)	4.20 (128)	3.62 (111)	3.73 (463)	3.68 (290)	3.79 (357)
with the opportunities/chances you have to make friends?	3.71 (688)	3.84 (414)	3.61 (462)	3.93 (225)	4.14 (124)	3.53 (109)	3.60 (463)	3.71 (290)	3.63 (353)
with your general health care?	4.06 (684)	4.00 (420)	3.98 (469)	4.16 (219)	4.42 (129)	3.87 (109)	4.02 (465)	3.81 (291)	4.01 (360)
with what you do during your free time?	3.58 (685)	3.74 (419)	3.36 (469)	3.87 (222)	4.17 (127)	3.30 (111)	3.44 (463)	3.55 (292)	3.39 (358)
How safe do you feel . . .									
in your home?	4.36 (685)	4.33 (415)	4.14 (470)	4.32 (224)	4.46 (125)	3.98 (109)	4.38 (461)	4.28 (290)	4.19 (361)
in your neighborhood?	4.11 (683)	4.21 (413)	3.87 (462)	4.13 (224)	4.34 (125)	3.71 (108)	4.10 (459)	4.15 (288)	3.92 (354)
The first number represents a mean rating. Scale: (How satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (How safe do you feel...): 1=Not at all safe . . . 5=Very safe. The second number represents the number responding to this item.									

## Some of the key findings were:

- The quality of life ratings were significantly below the ratings related to quality of services for 1998, 1999 and 2000.
- The highest rating each year was with safety in the home or facility (means of 4.14 in 1998, 4.33 in 1999, and 4.36 in 2000).
- The lowest rating for each year was with what the consumer did in their free time (means of 3.36 in 1998, 3.74 in 1999, and 3.58 in 2000).